

## **Status of High Impact Agency Goal Achievement (August 2000)**

NPR Goal Number: **SBA-01 EXPORTS**

Original NPR Goal Statement: A doubling in annual export sales for small businesses helped through government programs from \$250 to \$500 million in the first year and sustained thereafter as a result of securing trade leads, export-related tutorials, and trade finance from “electronic export assistance centers.” This increased export activity will net approximately 15,000 new jobs and an estimated \$45 million in additional income taxes paid to the U.S. Treasury.

Current Goal Statement: Same as above

Date of Revision: NA

Forecast Completion Date: On June 1, 1999, TradeNet announced; goal achievement period begins on annual basis once site is complete, culminating in first full year of accomplishment on June 1, 2000.

Status Narrative: During FY 1998, SBA directed a contractor to develop the first phase of TradeNet’s *Export Advisor*, an electronic one stop shop for exporters, to help expand the level of exporting by small entrepreneurs. Nearly 90 percent of the phase one development was completed by September 1, 1998. Based on work of a new contractor, a beta version of the site was announced at the WTO meeting in Seattle, in December 1999.

Functionality for the electronic one-stop export assistance site includes improved access to export promotion information, trade finance, trade leads, and trade education. After the site becomes operational, followup surveys will be conducted to estimate the increase in export sales as a result of the electronic export assistance center. Using derived statistics, one can extrapolate the number of jobs created and taxes paid for each million dollars in export sales. We project that by September 30, 2000, we will have achieved \$492 million in export sales from clients assisted by SBA.

Status Code: 06 – Action is underway and agency is meeting interim milestones, albeit more slowly than anticipated.

Location in GPRA Plan: Not included explicitly in Strategic Plan but included in Annual Performance Plan.

Location in Annual Performance Plan: Pages 19 of the FY 2001 Annual Performance Plan contains export sales by SBA clients as an outcome measure. In the plan we discuss developing new lending partners, creating a risk analysis tool, increasing export working capital and international trade loans, and completing trade missions as strategies for achieving the goal. We also discuss export seminars and counseling sessions that will contribute to the achievement of this goal. We also highlight on pages 79-80 developing cross-agency portals or gateways (e.g., US Business Advisor and TradeNet) as means of implementing an e-government strategy and achieving our overall mission.

Point of Contact: Jim Van Wert – (202) 205-7024

NPR Goal Number: **SBA- 02: DISASTER ASSISTANCE**

Original NPR Goal Statement: Using tele-registration, the SBA will eliminate all disaster loan paper work until loan closing. Based on the past three years experience, SBA estimates that during the next three years these reforms will relieve an estimated 100,000 disaster loan borrowers from burdensome and duplicative paperwork.

Current Goal Statement: By the year 2002, using telephone-registration the SBA will eliminate all disaster home loan paper work until loan closing. Depending on the level of disaster activity, as many as 100,000 applicants a year may be relieved of burdensome and duplicative paper work. Our objective is to create a fully integrated “Paperless/Electronic Application and Loan Process” with an integrated automated support system that delivers disaster loan assistance to disaster victims at reasonable time and costs, provides each employee with access to the data and information technology tools they need for maximum productivity, and operates in an open environment with the ability to share data and information.

The Office of Disaster Assistance’s (ODA) vision is to have the disaster loan application process operate seamlessly, using as few paper documents and as little staff time as possible. Loan applications would be taken by telephone and the process would be completely electronic until generation of the note and closing documents. Application processing will not stop while outside information verifications are performed. A loan officer will initiate background checks from the computer desktop at the “touch of a button.” Information will be returned electronically and stored for review. The system will have a built-in decision

model with the capability to process a number of loans automatically. Only those loans not meeting the predetermined business rules in the decision model will be referred to a loan officer for processing. The system will incorporate all of the support functions including personnel, budget, procurement, time and attendance, inventory, travel, payroll, cost controls and management reporting.

SBA also envisions sharing responsibilities and data with the Federal Emergency Management Agency (FEMA). Duplicate physical damage verifications conducted by both agencies will be combined. Data will be collected once and shared. Coordinated tele-registration will eliminate needless redundancy. A loan applicant will not have to provide the same information when they are referred to one or the other agency.

Date of Revision: September 30, 1997 (Date of SBA's Five Year Strategic Plan)

Forecast Completion Date: June 30, 2002

Status Narrative: SBA's Office of Disaster Assistance has completed a Business Process Reengineering (BPR) Study of the Disaster Loan Process. A "Concept of Operations" and "To Be Model" of the Disaster Loan Process has been developed. Prior to implementing any proposed solution that may impact upon the current disaster loan making processes and resources, it is necessary to identify new business processes, improvements and assess the costs/benefits of the proposed solutions.

A comprehensive requirements document and business case analysis is scheduled to be completed by November 1, 2000. SBA has requested funding in its FY 2001 budget submission to begin the acquisition and installation of the new system.

Location in Strategic Plan: Included on page 20 of Strategic Plan.

Location in Annual Performance Plan: Included on page 56 of FY 2001 Annual Plan.

Point of Contact: Herb Mitchell – (202) 205-6734

NPR Goal Number: **SBA-03 PROCUREMENT GOAL INCREASE**

Original NPR Goal Statement: Expansion from 20.9 percent to 23 percent over the next three years of the share of federal procurement that goes to small businesses, with the share for small women-owned businesses rising from 1.7 percent to 5 percent.

Current Goal Statement: Over the next three years, continue to meet the 23 percent of the share of Federal procurement that goes to small businesses, with the share for women-owned small businesses rising from 2.5 to an ultimate goal of 5 percent.

Date of Revision: August 2000

Forecast Completion Date: October 2003

Status Narrative: The data for FY 1999 from the Federal Procurement Data Center (FPDC) reflects 23.1 percent of prime contract awards were made to small business, which is slightly less than FY 1998 achievement of 23.4 percent. The share of awards to women-owned small business increased to 2.5 percent, up from 2.2 percent in FY 1998. Based on review of March 31 data (semi-annual reporting), we are ahead of schedule for FY 2000 and plan to meet our target.

We are continuing to implement the HUBZone Program, which directs contracts to firms located in and hire employees from historically under utilized business areas. There are over 1200 certified HUBZone small businesses. Awards to these firms will help towards the achievement of the overall 23 percent small business prime contract goal.

To encourage achievement of the government-wide 5 percent goal for women-owned small businesses, we have negotiated 11 Memorandums of Understanding with the major Federal agencies and plan to continue this initiative. We are also working with the Executive Committee of the Interagency Committee on Women's Business Enterprise in the White House to develop a comprehensive strategy with various initiatives to increase women-owned small business participation in Federal procurement. In May 2000, Executive Order 13157 was signed by the President re-emphasizing the 5 percent goal for WOSB.

Status Code: 06 – Action is underway and agency is meeting interim milestones.

Location in Strategic Plan: Included on page 10 of the Strategic Plan.

Location in Annual Performance Plan: Included on page 34 of the FY2000 plan and page 27 of the FY 2001 plan.

Point of Contact: Barry Meltz – (202) 205-6474

NPR Goal Number: **SBA-04 PROCUREMENT MARKETING AND OUTREACH**

Original NPR Goal Statement: Creation of PRO-NET, a national directory of more than 200,000 small businesses accessible through the Internet that permits firms to register electronically and offers a search tool for contracting officers, a marketing tool for small firms, and a link to government-wide procurement opportunities.

Current Goal Statement: Same as above.

Date of Revision: NA

Forecast Completion Date: September 30, 2000

Status Narrative: PRO-Net (Procurement Marketing and Access Network), a fully operational database, makes small business profiles available to Federal, state, and local contracting officials as well as to private-sector businesses looking for small business contractors and subcontractors, teaming arrangements, or partnerships. We are continuing to enhance PRO-Net to ensure that it is user friendly for our customers. Recently, we implemented a SUB-Net module that allows prime contractors to post subcontracting opportunities for small businesses. We are planning an interface between PRO-Net and the FedBizOps [Old Electronic Posting System (EPS)] to allow the business community easier and broader access to procurement opportunities. SBA is working with resource partners nationwide to support PRO-Net outreach and has set up a network of 1,000 access stations throughout the country, available to our customers free of charge. As of August 18, 2000, the total number of firms registered on Pro-Net was over 200,000.

Status Code: 06 – Action is underway and agency is meeting interim milestones.

Location in Strategic Plan: Included on pages 11-12 of the Strategic Plan.

Location in Annual Performance Plan: Included on page 24 of the FY 2000 Annual Performance plan and page 32 of the FY 2001 plan.

Point of Contact: Barry Meltz – (202) 205-6474

NPR Goal Number: **SBA-05 8(A)/SDB REINVENTION**

Original NPR Goal Statement: By using the electronic media, SBA will realize more than a 50 percent decrease in processing time for 8(a) eligibility and certification.

Date of Revision: NA

Forecast Completion Date: December 31, 2000

Status Narrative: The regulatory time frame for processing an 8(a) application is 90 days. The average processing time has been about 87 days. Since August 1998, SBA has also been processing applications to certify small disadvantaged businesses to qualify for price and evaluation credits in Federal procurement. The regulatory time for processing an SDB application is 75 days, but the average processing time is about 51 days. Since the certification process for both programs has similar data requirements, we have developed a combined 8(a)/SDB application to streamline the certification process. We are also planning to develop an electronic process for the 8(a)/SDB application that will include a decision module to allow firms to be approved on-line.

Status Code: 06 – Action is underway and agency is meeting interim milestones.

Location in Strategic Plan: Not Included.

Location in Annual Performance Plan: Included on page 33 of the FY 2000 Annual Performance Plan.

Point of Contact: Delorice Ford – (202) 205-7430